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| Title | **Make enquiries and complete practical transactions** | | |
| Level | **1** | **Credits** | **2** |

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| Purpose | People credited with this unit standard are able to make enquiries and complete practical transactions face-to-face and by telephone. |

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| Classification | Communication Skills > Interpersonal Communications |

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| Available grade | Achieved |

**Guidance Information**

1 Candidates must be assessed against this unit standard in a real-life workplace context using naturally occurring evidence, or in simulated conditions relevant to the candidate which require performance equivalent to a real-life context.

2 Definitions

*By telephone* refers to the use of communication devices where participants are reliant solely on verbal cues.

*Face-to-face* can be in person or in digital contexts.

3 The language used in enquiries and transactions must be spontaneous (not scripted).

4 For participants from the deaf community, New Zealand Sign Language (NZSL) may be used between signing individuals and a signing group in order to demonstrate the requirements for this unit standard. A sign language interpreter must not be used in a group where all participants are using NZSL.

For mixed groups of hearing and deaf participants, an interpreter may be used to interpret spoken and signed language only when NZSL users are interacting with hearing participants.

5 All activities relevant to this standard will respect ngā kaupapa o te Tiriti o Waitangi (the principles of the Treaty of Waitangi).

6 All activities will, as relevant to candidates and/or this standard, reflect the peoples of the Pacific and other cultures, and their world views.

**Outcomes and performance criteria**

**Outcome 1**

Make enquiries face-to-face and by telephone.

**Performance criteria**

1.1 Greeting is made in a manner appropriate to the situation and enquiry.

1.2 The enquiry is stated clearly in a manner appropriate to the situation.

1.3 Questions are asked to accomplish the purpose of the enquiry.

1.4 Language is used and interaction is conducted in a manner appropriate to the situation and relationship between the participants.

**Outcome 2**

Complete practical transactions face-to-face and by telephone.

**Performance criteria**

2.1 Greeting is made in a manner appropriate to the situation and transaction.

2.2 Language is appropriate to the situation and relationship between the participants.

2.3 Transaction is conducted and completed in a manner appropriate to the situation and relationship between the participants.

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| Planned review date | 31 December 2026 |

**Status information and last date for assessment for superseded versions**

| Process | Version | Date | Last Date for Assessment |
| --- | --- | --- | --- |
| Registration | 1 | 26 January 1995 | 31 December 2014 |
| Review | 2 | 9 August 1996 | 31 December 2014 |
| Review | 3 | 24 March 1998 | 31 December 2014 |
| Revision | 4 | 11 February 2004 | 31 December 2014 |
| Review | 5 | 17 April 2009 | 31 December 2016 |
| Review | 6 | 24 October 2014 | 31 December 2020 |
| Review | 7 | 16 February 2017 | N/A |
| Review | 8 | XXXX 2021 | N/A |

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| Consent and Moderation Requirements (CMR) reference | 0113 |

This CMR can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.

**Comments on this unit standard**

Please contact NZQA National Qualifications Services [nqs@nzqa.govt.nz](mailto:nqs@nzqa.govt.nz) if you wish to suggest changes to the content of this unit standard.